



# SARSAT Outreach Activities

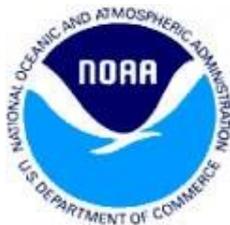
SAR Controllers Workshop 2020

March 2020

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NOAA SARSAT





# Why do we do Outreach?

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**TO MAKE YOUR  
JOB BETTER**



# What are we focusing on?

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- Preventing False Alerts
  - False Alerts:
    - Waste SAR resources and funds
    - Frustrate SAR personnel
    - Adversely affect SAR personnel's ability to respond to actual distress
- The USMCC detected 11,558 ELT activations in 2019:
  - 167 of ELT activations were due to distress (1.4%)
- Where the false activation reason was provided, 62% (3,688 of 5,939) of ELT activations were reported as being due to mishandling.
- The USMCC detected 5,851 EPIRB activations in 2019: 102 of EPIRB activations were due to distress (1.7%)
- Where the false activation reason was provided, 37% (672 of 1,813) of EPIRB activations were reported as being due to mishandling.



# What are we focusing on?

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## Increasing Registration Rates-

### ELTs

% of Total False Alerts	60%
% of Total Beacons Registered that are ELTs	18%

### EPIRBs

% of Total False Alerts	30%
% of Total Beacons Registered that are EPIRBs	40%

### PLBs

% of Total False Alerts	10%
% of Total Beacons Registered that are PLBs	42%



# Outreach over the past year

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- 406 MHZ DAY... April 6 2019
  - Worked with 20 different organizations and had over 6.7 million interactions
- Miami Boat Show
- Beacon Manufacturers Workshop
- Aviation Team of Experts
- AOPA Fly-in
- EAA AirVenture Airshow, Oshkosh Wisconsin
- Published false alert article
- Produced false alert posters
- Media interviews
  - WTOP radio interview in Washington, DC
  - WTSP TV interview for St. Petersburg, Florida

# Outcomes that have come from Outreach

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- Aviation Team of Experts
  - Has worked with USCG, NASA, FCC, CAP and manufacturers to address false alert activations
  - Has addressed proper maintenance of ELTs and proper disposal of all beacons



# Outreach planned for next year

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- 406 MHZ DAY... April 6, 2020
- Oshkosh EAA AirVenture Airshow
- Miami Boat Show
- Beacon Manufacturers Workshop
- AOPA Fly-in
- Aviation Team of Experts

# Oshkosh Air Show



# Miami Boat Show



*Miami Marine  
Stadium Park  
& Basin*



# Outreach Resources

- There a variety of outreach materials (brochures, etc.) available on the SARSAT website at:
- <http://www.sarsat.noaa.gov/press-info.html>
  - Cospas-Sarsat Overview
  - MEOSAR Overview
  - Beacons/Eliminating False Alerts
  - Register Your Beacon
  - SAR/Global Positioning System (GPS)
- A limited stock of printed brochures are available, please feel free to reach out to [OPS.SARSAT@noaa.gov](mailto:OPS.SARSAT@noaa.gov) and [Lisa.Hessler@noaa.gov](mailto:Lisa.Hessler@noaa.gov) if you are in need of some materials for outreach events





# RCC Satisfaction Survey



# Overview

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- RCC satisfaction survey conducted annually since 2010 to determine the RCC Satisfaction Index
  - To track the RCC's satisfaction with how the SARSAT program delivers its services
  - Documented in the SARSAT Performance Management Plan and results reported to the SARSAT Program Steering Group (PSG)
  - Online survey tool is used
    - 2020 survey to be conducted in April/May 2020



# Survey Details

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- 13 total survey questions rating RCCs satisfaction with
  - USMCC Customer Service
    - Helpfulness, responsiveness and courteousness
  - Quality of SARSAT Data
  - Timeliness of special notifications
  - Accessibility and quality of documentation
  - Includes optional text box questions to capture specific comments on improving customer service, IHDB, and LGM message manual and MEOSAR suspect alerts



# We Need You!!!!!!!!!!

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- Improvements to the system based on your input
- Encourage all USAF and USCG SAR Controllers at your RCC to participate in 2020 survey



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Questions?